



EFMP and ECHO for the USMC

Tidewater Military Health System - Fiscal Year 2016



Exceptional Family Member Program (EFMP)

- * EFMP is a mandatory enrollment program for active duty service members (ADSMs) who have family members with special medical, educational or developmental needs.
- * Information and forms are available from an EFMP representative at Camp Allen Marine Corps Community Services (MCCS) or Naval Medical Center Portsmouth (NMCP); or online through Military OneSource (www.militaryonesource.mil). Required forms include:
 - * DD 2792, *Exceptional Family Member Medical Summary* (all enrollees).
 - * DD 2791-1, *Exceptional Family Member Special Education/Early Intervention Summary* (educational issues).
- * Each service branch EFMP has three components (*see over for POCs*):
 - * Identifying and enrolling a family member with special needs, including:
 - * Chronic conditions such as asthma, autism, diabetes, multiple sclerosis, etc., that require ongoing specific health care services from a medical specialist.
 - * Significant behavioral and mental health concerns.
 - * Need for early intervention or special educational services through an individualized education program (IEP) or individualized family service plan.
 - * Assignment coordination to put families in areas where their needs can be met, and to identify and determine availability of needed services at the projected duty station.
 - * Family support with services and programs, including:
 - * Information and referral for military, community and family support services.
 - * Educational outreach, including local school and early intervention services.
 - * Non-clinical case management and communication with EFMP representatives at projected duty stations.

TRICARE Extended Care Health Option (ECHO)

- * ECHO supplements TRICARE with additional services, supplies and financial assistance for active duty family members (ADFMs) with a moderate or severe intellectual disability, or serious physical or psychological condition that causes them to be homebound.
- * ECHO is administered in the TRICARE North Region by Health Net (HNFS). ECHO registration can be started after the sponsor enrolls in the service-specific Exceptional Family Member Program (EFMP). Enrollment in EFMP does not automatically qualify a beneficiary for ECHO benefits.
 - * To begin registration, call HNFS at 1-877-874-2273 and ask for the ECHO Case Manager, or call the Tidewater area ECHO Case Manager directly at (757) 766-4735 or 1-800-977-7531.
 - * The Case Manager will help with the registration process, including verifying eligibility and proof of a qualifying condition, and proof of enrollment in EFMP.
- * Once registered, the Case Manager will explain covered benefits, limits and cost-shares under ECHO and TRICARE; identification and use of public funds and facilities first, and what to do when public assistance is unavailable or inadequate; obtaining pre-authorization for ECHO benefits, and how beneficiaries enrolled in Prime must also follow the Prime requirements for obtaining care and services; selecting providers (all services, supplies and equipment under the ECHO program must be received from TRICARE-authorized providers); and procedures to follow when a sponsor and family move to a new location.



ECHO Costs and Limits

Sponsor Pay Grade	Monthly Cost Share	Sponsor Pay Grade	Monthly Cost Share
E-1 to E-5	\$25	W-5, O-5	\$65
E-6	\$30	O-6	\$75
E-7, O-1	\$35	O-7	\$100
E-8, O-2	\$40	O-8	\$150
E-9, W-1, W-2, O-3	\$45	O-9	\$200
W-3, W-4, O-4	\$50	O-10	\$250

- * Monthly cost-share is per sponsor, not per ECHO beneficiary, and is paid only if ECHO benefits are used during the month.
- * TRICARE fiscal year limit for covered benefits per ECHO beneficiary is \$36,000 (not including the ECHO Home Health Care Benefit).
- * Unused benefit amounts are not transferable between eligible family members.

McDonald Army Health Center
Joint Base Langley-Eustis
Information: (757) 314-7500

Naval Medical Center Portsmouth
Naval Support Activity
Information: (757) 953-5000

USAF Hospital Langley
Joint Base Langley-Eustis
Information: (757) 225-7630



Exceptional Family Member Program - Military Service Branch Information and Points-of-Contact

Service Branch and Policy Guidance	Enrollment Forms	Points of Contact		
		Enrollment	Family Support	Local EFMP POCs (757)
USAF Air Force Instruction (AFI) 40-701, Special Needs Identification and Assignment Coordination	DD 2792 for all qualified family members DD 2792-1 for all qualified children enrolled in school/early intervention	EFMP Medical Coordinator and EFMP Family Member Relocation Clearance Coordinator at all military treatment facilities (MTFs)	EFMP Coordinator at the Airman and Family Readiness Centers	Joint Base Langley-Eustis USAF Hospital Langley Enrollment - EFMP Medical Coordinator - 225-5950 Family Support - 633 FSS/FSFR - 764-3990
USA Army Regulation (AR) 608 -75, Exceptional Family Member Program	DD 2792 DD 2792-1 DA 5888 for deployment screening DA 7246 for EFMP Screening Questionnaire	EFMP Coordinator/Special Needs Advisor and Medical Director at Army MTFs	EFMP Program Managers at Army Community Service (ACS) Centers	Joint Base Langley-Eustis McDonald Army Health Center Enrollment - 314-7500 Special Needs Advisor/Case Coordinator - 314-7923 Family Support - EFMP Manager - 878-1954
USCG Commandant Instruction (COMDINST) 1754.7B, Coast Guard Special Needs Program	DD 2792 DD 2792-1	Work Life Family Resource Specialists (FRS) in the Health, Safety and Work Life Office		USCG Base Portsmouth Work Life Division Family Resource Specialists - 686-4023 or 4025
USMC Marine Corps Order (MCO) P1754.4B, Exceptional Family Member Program	DD 2792 DD 2792-1	USMC EFMP Program Managers and Family Case Workers at Marine Corps Community Family Services Centers		Camp Allen Program Manager - 445-6876 USMC Family Case Worker - 953-2270 USMC Training/Outreach Specialist - 953-2222
USN OPNAV Instruction 1754.2D, Exceptional Family Member Program	DD 2792 DD 2792-1	Command EFMP POCs or EFMP at all MTFs	EFMP Liaisons located at all Fleet and Family Support Centers	NMCP EFMP Coordinator - 953-2935 NMCP Family Support Liaison - 953-7805

TRICARE Information and Assistance

- * Defense Enrollment Eligibility Reporting System (DEERS)
 - * www.tricare.mil/deers or <https://www.dmdc.osd.mil/milconnect>
- * Hampton Roads Appointment Center (Tidewater MTF Prime appointments) - 1-866-645-4584
- * Medicare and Social Security: 1-800-772-1213; www.medicare.gov or www.ssa.gov
- * TRICARE Pharmacy - Express Scripts - Retail Network and Home Delivery
 - * 1-877-363-1303; TDD/TTY 1-877-540-6261; www.express-scripts.com/TRICARE
 - * www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram
 - * Pharmacy Formulary - www.express-scripts.com/static/formularysearch/
 - * MCAHC Main Pharmacy - 314-7900 (Option 3); Refills - 314-7965; Toll Free 1-866-878-9321
 - * NMCP Main Pharmacy - 953-0258; Refills - 953-6337; Toll Free 1-866-285-1008
 - * NMCP Pharmacy Formulary - www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy
 - * USAF Hospital Langley Main Pharmacy - 764-6497; Refills - 764-3784/6419
- * TRICARE - for complete TRICARE program and benefit information, visit: www.tricare.mil
- * TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273, Option 1
- * TRICARE North Region - www.tricare.mil/tronorth
 - * Health Net Federal Services; 1-877-874-2273; www.hnfs.com
- * TRICARE South Region - www.tricare.mil/trosouth
 - * Humana Military; 1-800-444-5445; www.humana-military.com
- * TRICARE West Region - www.tricare.mil/trowest
 - * United Healthcare Military and Veterans; 1-877-988-9378; www.uhcmilitarywest.com
- * TRICARE Overseas - International SOS; 1-888-777-8343

Tidewater Health Benefit Advisors

Naval Medical Center Portsmouth
(757) 953-2610/2611

Branch Health Clinic (BHC) Dam Neck
953-9322

BHC Norfolk (Sewell's Point)
953-8708

BHC Little Creek (Boone)
953-8182

BHC NAS Oceana
953-3933 (option 7)

BHC NWS Yorktown
953-8441

TRICARE Prime Clinic (TPC) Chesapeake
953-6382

TPC Virginia Beach
953-6710/6711

McDonald Army Health Center
(757) 314-7748/7766/7777

USAF Hospital Langley
225-5111

USCG Training Center Yorktown
(757) 856-2230/2345